

## AGENDA



Thursday, May 14, 2009

**Purchasing Office  
RECOMMENDATION FOR COUNCIL ACTION****Item No. 21**

**Subject:** Approve ratification of a 6-month requirements service contract with MOTOROLA COMMUNICATIONS AND ELECTRONICS, INC, Austin, TX, for maintenance and support of Austin Energy's Customer Service Request software system in the amount of \$35,300 and authorize the award, negotiation, and execution of a 6-month requirements service contract for the continuation of maintenance and support of the Customer Service Request software system in an estimated amount not to exceed \$35,300, with four 12-month extension options in estimated amounts not to exceed \$72,718 for the first extension option, \$74,899 for the second extension option, \$77,146 for the third extension option, and \$79,460 for the fourth extension option, for a total estimated contract amount not to exceed \$374,823.

**Amount and Source of Funding:** Funding in the amount of \$70,600 is available in the Fiscal Year 2008-2009 Operating Budget of Austin Energy. Funding for the extension options is contingent upon available funding in future budgets.

**Fiscal Note:** There is no unanticipated fiscal impact. A fiscal note is not required.

**For More Information:** Mick Osborne, Specialist Sr. Buyer/974-2995

**Purchasing Language:** Sole Source.

**MBE/WBE:** This contract will be awarded in compliance with Chapter 2-9C of the City Code (Minority-Owned and Women-Owned Business Enterprise Procurement Program). No subcontracting opportunities were identified; therefore, no goals were established for this solicitation.

This contract is for the continuation of maintenance and support for the Motorola Customer Service Request (CSR) software system implemented by the City in 2001. The CSR system handles non-emergency (3-1-1) calls and requests for the City-wide Customer Information Center. The software system was originally purchased to handle calls for the Austin Police Department and has since been expanded City-wide.

Motorola is the developer and owner of the CSR application and is the only software provider authorized to provide the City of Austin with CSR maintenance and support. The source code for the CSR application and the use of the data model are contractually controlled by Motorola. There are no other entities, companies or individuals that can legally provide upgrades and maintenance for the application client interface.